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OFFICE OF THE GENERAL COUNSEL
S. CURTIS KISER
GENERAL COUNSEL
(850) 413-6199

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COMMISSION
CLERK

Public Service Commission

June 29, 2011

Holly Burge
Aquarina Utilities, Inc.
1726 NE Darlich Avenue
Jensen Beach, FL 34957

STAFF'S FIRST DATA REQUEST

Re: Complaint No. 1009000W - Complaint by R.A.M. Golf Management, LLC against Aquarina Utilities, Inc. for improper billing"

Dear Ms. Burge:

By this letter, the Commission staff requests that Aquarina Utilities, Inc. (Aquinarina) provide responses to the following data requests. Please label and identify each response so it is clear which response corresponds to which question.

1. Have Aquarina and R.A.M. Golf Management, Inc. (R.A.M.) reached an agreement regarding the number of gallons of irrigation water that were used by The Island Links at Aquarina Golf Course (TILA) during the billing period in dispute? If yes, please provide the number of gallons used and a recalculation of the disputed bill.

If Aquarina and R.A.M. have not reached such an agreement, please answer the following questions.

Billing and Payment Information

2. Which months of water and wastewater service to TILA did Aquarina include in its calculation of past due bills provided to R.A.M.?
3. Please provide a copy of all R.A.M. water and wastewater bills from the first month in dispute to the present.
4. Please provide a detailed calculation showing how Aquarina calculated the initial past due amount of \$18,875.99 as reflected in the March 28, 2011 disconnection notice issued to TILA.
5. Please provide a calculation showing R.A.M.'s unpaid balance to date, including any payments that R.A.M. has made on both disputed and undisputed portions of the bills.

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6. Is Aquarina seeking payment from R.A.M. for any outstanding bills for water and wastewater service provided prior to the beginning of R.A.M.'s management of TILA? If yes, please provide a detailed summary of those bills.
7. Is Aquarina seeking payment for any previous outstanding bills from the current owners or previous managers of TILA? If yes, please provide a detailed summary of the previous outstanding bills and specify who Aquarina has contacted regarding payment of those bills.
8. In its May 30, 2011 complaint response to the Commission, Aquarina included Customer History Reports that provide a partial history of water and wastewater service billing to TILA through eight separate accounts. Please provide the following additional information regarding those reports:
 - a. All eight accounts indicate that a wire transfer payment was posted on December 20, 2010. Who made those payments and what billing period did the payments cover?
 - b. The reports indicate that a (\$259,023.45) adjustment was made to the Golf Course Turf Account 707 on November 10, 2010 recorded as "former owner adjustment – clear bad debt." In addition, all eight accounts indicate that on February 3, 2011, the accounts were adjusted for negotiated adjustments for miscellaneous credit or water and for bad debt adjustments to clear bad debt. Please describe the adjustments in more detail, including why the adjustments were made, who authorized the adjustments, and the billing period reflected by those adjustments.

Golf Course Meter and Meter Tests

The following questions are intended to help Commission staff understand the maintenance history and operation of the golf course water meter.

9. Aquarina's May 30, 2011 complaint response to the Commission includes a list of meter readings for the Golf Course Turf Account 707 for July 31, 2004 through May 25, 2011. That list indicates that the golf course water meter was replaced/recalibrated in March 2010. Please provide the following additional information regarding the March 2010 meter replacement:
 - a. On what date in March 2010 was the meter replaced?
 - b. Why was the meter replaced?
 - c. Was the old meter tested before it was replaced? If yes, what were the results of that test?
 - d. Please describe the new meter that was installed in March 2010, including the meter size, type of meter, and process used to measure water flow.
 - e. Please describe any testing or recalibration that was conducted on the new meter after it was installed and provide documentation of test results, if any.
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- f. Please describe any other repairs that were made when the new meter was installed?
10. Aquarina's May 30, 2011 complaint response to the Commission indicates that the current golf course water meter is a computerized DI 3000 water meter. Is the DI 3000 water meter currently in use the same meter that was installed in March 2010?
 - a. If yes, please describe any tests, recalibrations, or repairs that were made to the water meter, water pipe, pump, or any other plant used to provide water service to TILA between the date the new meter was installed in March 2010 through April 2011. If tests were conducted, please provide the results of those tests along with supporting documentation, if any.
 - b. If no, please explain when the current meter was installed, why the meter was changed, and any tests or repairs that were conducted in conjunction with this meter change. If tests were conducted, please provide the results of those tests along with supporting documentation, if any.
 11. Mr. Tony Crocco's May 30, 2011 letter to Mr. Reginald Burge regarding the recent meter test by SysteMatic Services, Inc. references certain repairs that were made by the utility in order for him to complete the meter test.
 - a. Please describe the repairs that were made by the utility prior to the meter test, including why the repairs were needed, the date(s) of the repairs, any parts that were replaced, and specific details regarding the condition of the plant items being repaired or replaced.
 - b. Please describe how the repaired or replaced plant items could have affected the water flow and consumption measurement prior to the repair or replacement.
 12. Please provide a detailed description of how the golf course meter measures the flow of water provided to the golf course, including information regarding the number of flow sensors, whether the sensors are mechanical or digital, and whether the flow measurement is a single reading or combined reading from multiple sensors.
 13. Please describe the location of the golf course water meter in relation to the well, water pump, storage tank, fire suppression system, and community irrigation system. Please provide a photograph of the meter location if possible.
 14. Aquarina's May 30, 2011 complaint response to the Commission included the "Aquarina Golf Course Metered Water Usage" charts showing the daily meter readings for April and May 2011, along with notes recorded by Mr. Alfred Starr. Please provide this report for all other months of the disputed billing period, if available, and for June 2011.
 15. Are the gallons of water pumped from the non-potable well measured at the well head? If yes, please provide the gallons pumped from the beginning of the disputed billing period through the end of June 2011, broken down by daily gallons and monthly totals, if available.

16. Please provide the meter reading and usage records for all other meters served by the non-potable well (e.g., the fire suppression system and community irrigation system) from the beginning of the disputed billing period through the end of June 2011, broken down by daily and monthly totals, if available.
17. Other than the Golf Course Turf Account 707, are any of the other seven accounts served by the non-potable well? If yes, please specify which accounts and provide meter reading and usage records for those accounts from the beginning of the disputed billing period to present.
18. Commission complaint records indicate that on June 2, 2011, Mr. Danny Mays informed a Commission staff member that corrosion in the pipe supplying water to the meter reduced the pipes capacity by 50 percent. Also on June 2, 2011, Mr. Tom DeShazo informed a Commission staff member that the reduced pipe capacity and 110 pounds per square inch (psi) caused a vortex, which caused the meter to over-record consumption. Please provide Aquarina's assessment of whether the corroded pipe in combination with high pressure could lead to these results.
19. Commission complaint records indicate that on June 2, 2011, Mr. Tom DeShazo advised a Commission staff member that the problem of the over-recording of consumption was resolved when the corroded pipe supplying the meter was replaced on May 18, 2011. Please verify whether Aquarina and R.A.M. are now in agreement that the meter is recording correctly as of May 18, 2011, or if this issue is still in dispute.
20. Mr. Tony Crocco's May 30, 2011 letter to Mr. Reginald Burge indicates that SysteMatic Services, Inc. tested the golf course water meter in May 2011 and found it to be within a 1.5 percent degree of accuracy. Also, Aquarina's May 30, 2011 complaint response to the Commission indicates that the meter was certified accurate and calibrated on May 25, 2011 by SysteMatic Services, Inc. Based upon these test results, have Aquarina and R.A.M. agreed that the meter is now accurately recording consumption since May 25, 2011? If not, why not?
21. How often will future tests or recalibrations be conducted on the golf course water meter?
22. Aquarina's May 30, 2011 complaint response to the Commission indicates that Aquarina is willing to install an air-relief valve at whatever point in the golf course system that R.A.M. feels would most benefit them. Has Aquarina discussed this option with R.A.M.? If yes, what was the result of that discussion?

Consumptive Use Permit

23. Please provide a copy of the utility's current Consumptive Use Permit (CUP) issued by the St. Johns River Water Management District for the well that serves the golf course. If the CUP was recently renewed, please provide a copy of the previous CUP as well.
24. Aquarina's May 30, 2011 complaint response to the Commission indicates that the that the golf course is allotted 230,000 of the 313,000 gallon per day withdrawal limit set by the CUP. How, when, and by whom was the golf course allotment established?

25. In Mr. Danny Mays's complaint letter dated May 9, 2011, Mr. Mays discusses the failure of the utility to provide adequate water to the golf course. Has R.A.M. provided any information to Aquarina regarding its water needs for the golf course or golf course facilities? If yes, please provide a copy or summary of that information and a statement of whether Aquarina can meet the requested water supply needs. If not, please explain why.

Please file the original and five copies of the requested information by **Friday, July 8, 2011**, with Ms. Ann Cole, Commission Clerk, Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida, 32399-0850. Please feel free to call me at (850) 413-6076 if you have any questions.

Sincerely,



Anna R. Norris
Senior Attorney
Office of the General Counsel

ARN/sh

cc: Office of Commission Clerk
Danny Mays, R.A.M. Golf Management, LLC